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Secretariat

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INFORMATION CIRCULAR

To: Members of the staff at Headquarters

From: The Director for General Services

Subject: TELEPHONE VOICE MAIL - INSTALLATION OF A NEW SYSTEM

1. The purpose of the present circular is to inform staff members that the existing telephone voice-mail system will be replaced with a new system on 14 February 1994. Voice mail offers users the advantages of an answering machine but with more diverse features. The new voice-mail system will be an improvement over the current one in terms of greater storage capacity, response time and ease of use. As before, telephone calls will be routed to the voice mail after five rings, unless the user's extension has been forwarded to 3.9000, in which case voice mail will be accessed after one ring.

2. In order to facilitate the transition, the new system will be phased in over a one-month period starting on 15 January 1994. This is being done so that staff members with voice mail installed on their telephones will be able to set up their new mailboxes by entering a security code and recording a greeting prior to the change-over date of 14 February 1994. Until then, the current voice-mail system will remain in service.

3. Before using the new system for the first time, users should dial 3.9999. When the voice prompt is heard, the star (*) key on the telephone should be pressed, followed by the user's extension number. The voice-mail system will then prompt users through each step. When the new system is put into full operation on 14 February 1994, extension 3.9999 will be disconnected and staff members will be able to access their mailbox on the new system by pressing the Intemail button on their telephone or by dialling extension 3.9000, as previously.

4. A short description of the voice-mail system is given in the annex. As at 15 January, users may obtain a detailed instruction handbook by calling extension 3.0541. In addition, technical staff of the Network Control Unit will be available on extension 3.3346 to answer questions.

Annex

DESCRIPTION OF THE VOICE-MAIL SYSTEM

Procedure for accessing the voice mail locally:

ITE-4 telephone - Press *5
ITE-12 telephone - Press the Intemail button

Procedure for accessing the voice-mail system remotely:

Using a touchtone telephone, dial (212) 963.9000. When you hear the voice prompt, press the star (*) button, followed by your voice mailbox number.

Once you have performed one of the above procedures, you will be presented with the main menu of the voice-mail system. The main menu allows you to select the action you would like to perform from the list below:

Main Menu

1. Retrieve messages.
2. Change your greeting.
3. Change your Security Code.

You may retrieve messages by entering a 1 at the main menu. The voice-mail system will inform you of the number of messages waiting, both new and saved messages. Voice mail will then present you with the retrieve menu. The retrieve menu will allow you to perform any of the following actions:

Retrieve Menu

1. Save the current message and skip to the next message.
2. Replay the current message from the beginning.
3. Delete the current message and skip to the next message.
4. Reply to the current message.
5. Forward the current message to another participant and attach a comment.
6. Announce the date and time that the current message was recorded.
7. Rewind the message by five seconds.
8. Pause for five seconds.
9. Fast forward the message by five seconds.
*. Return to the main menu.

You may change your greeting by entering a 2 at the main menu. The voice mail will ask you to record your new greeting after the tone. Voice mail will then ask for verification. After you have confirmed your new message, voice mail returns you to the main menu.

You may change your security code by entering a 3 at the main menu. Voice mail will then ask you to enter your new security code, followed by the pound (#) key. Once you have confirmed your new security code, voice mail will return you to the main menu.